

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Investigator Supervisor

Class Code: 11254

A. Purpose:

Reviews cases of alleged recipient fraud received from tips, fraud prevention requests, and fraud overpayment referrals from benefit specialists and assigns cases for investigation; supervises fraud investigative staff; manages the disqualification process for recipients found to have committed intentional program violations through criminal prosecution, administrative hearings, or admissions in signing waivers of hearings.

B. Distinguishing Feature:

The Investigator Supervisor supervises staff, evaluates alleged fraud cases, interprets federal and state laws and regulations regarding welfare fraud, and is responsible for the delivery of fraud investigation services statewide.

The Investigator conducts investigations of alleged fraud and human rights violations and prepares comprehensive case files including investigative reports and evidence for administrative action including hearings and restitution, or for criminal prosecution

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Implements the provisions and directs the operations of fraud investigations in the recoveries and fraud investigations programs throughout the state.
 - a. Establishes and maintains working relationships with other state agencies; other states' fraud agencies; prosecutors; federal, state, and local law enforcement agencies; clients; and collateral contacts for fraud investigation purposes.
 - b. Provides information on welfare fraud to promote program integrity efforts.
 - c. Reviews cases of alleged fraud for assignment to investigators.
 - d. Reviews completed investigations to determine appropriate criminal or administrative action.
 - e. Initiates disqualification procedures on clients guilty of intentional violation.
 - f. Investigates complaints and conducts interviews with angry and hostile clients referred from the investigators.
2. Supervises subordinate staff to ensure that the objectives of the work unite are met.
 - a. Interviews and selects staff.
 - b. Provides training and work direction.
 - c. Approves leave requests.
 - d. Addresses staff problems and recommends disciplinary action.
 - e. Assigns and monitors fraud investigations and referrals.
 - f. Conducts performance appraisals and completes performance documents.
3. Provides technical assistance to ensure proper interpretation of state and federal rules and regulations.
4. Performs other work as assigned.

D. Reporting Relationships:

Reports to a program manager or administrator. Supervises fraud investigators.

E. Challenges and Problems:

Challenged to manage priorities when requests for fraud prevention investigations, criminal case preparation, tip investigations, and attempts to obtain waivers of hearings all require timely action from Investigators. This is difficult because there is an expectation to increase successful investigations without increasing human resources, and each investigation has its own issues to resolve which may prevent timely completion.

Problems include handling complaints and concerns from clients who are being investigated; keeping up to date on continuing changes in federal and state laws, regulations, and policies and ensuring program changes are incorporated into procedures and making sure everyone is informed and aware.

F. Decision-making Authority:

Decisions include case assignments to staff, prioritization of case load, distribution of case loads, most appropriate action to take based on the circumstances of each case, selection and hiring of staff, and processing case updates.

Decisions referred include final approval of policy and procedural changes and disciplinary actions.

G. Contact with Others:

Daily contact with benefits specialists, supervisors, and other department staff; routine contact with prosecuting attorneys, employers, financial institutions, law enforcement agencies, other states' fraud agencies, and administrative hearings staff; and occasional contact with federal agencies that have oversight of department programs.

H. Working Conditions:

Works in a typical office environment, with extensive travel to field offices.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- federal and state laws regarding fraud;
- fraud investigative techniques;
- benefit program policies and procedures related to eligibility, reporting requirements, and hearing procedures;
- interviewing techniques;
- report writing.

Ability to:

- operate a computer;
- present administrative hearings;
- organize information for determination of benefit program fraud;
- work with diverse cultural populations;
- communicate information clearly and concisely;
- interpret laws, rules, regulations, and policies that relate to program fraud;
- assess program effectiveness;
- recommend corrective action plans to meet federal/state guidelines.